



Deputy Mayor for Health and Human Services *DMHHS (HG)*

MISSION

The Office of the Deputy Mayor for Health and Human Services (DMHHS) supports the Mayor in coordinating a comprehensive system of benefits, goods and services across multiple agencies to ensure that children, youth and adults, with and without disabilities, can lead healthy, meaningful and productive lives.

SUMMARY OF SERVICES

The Office manages the Human Support Services program through the provision of leadership for policy and planning; government relations; and communication and community relations for the agencies under its jurisdiction including: Child and Family Services Agency (CFSA), Children and Youth Investment Trust Corporation (CYITC), Department on Disability Services (DDS), Department of Health (DOH), Department of Health Care Finance (DHCF), Department of Human Services (DHS), Department of Mental Health (DMH), Department of Parks and Recreation (DPR), Department of Youth Rehabilitation Services (DYRS), Office of Disability Rights (ODR), and Office of Aging (DCOA).

DMHHS provides agency oversight and support for all citywide health and human services-related policies, activities and initiatives under its jurisdiction including:

- Developing and supporting policies and programs to improve the delivery of services by government agencies and contracted providers
- Coordinating interagency activities and initiatives
- Identifying opportunities for reducing redundancies, leveraging resources, creating economies of scale, and improving outcomes
- Ensuring compliance with local and federal mandates
- Collecting and disseminating performance data for agency activities and initiatives

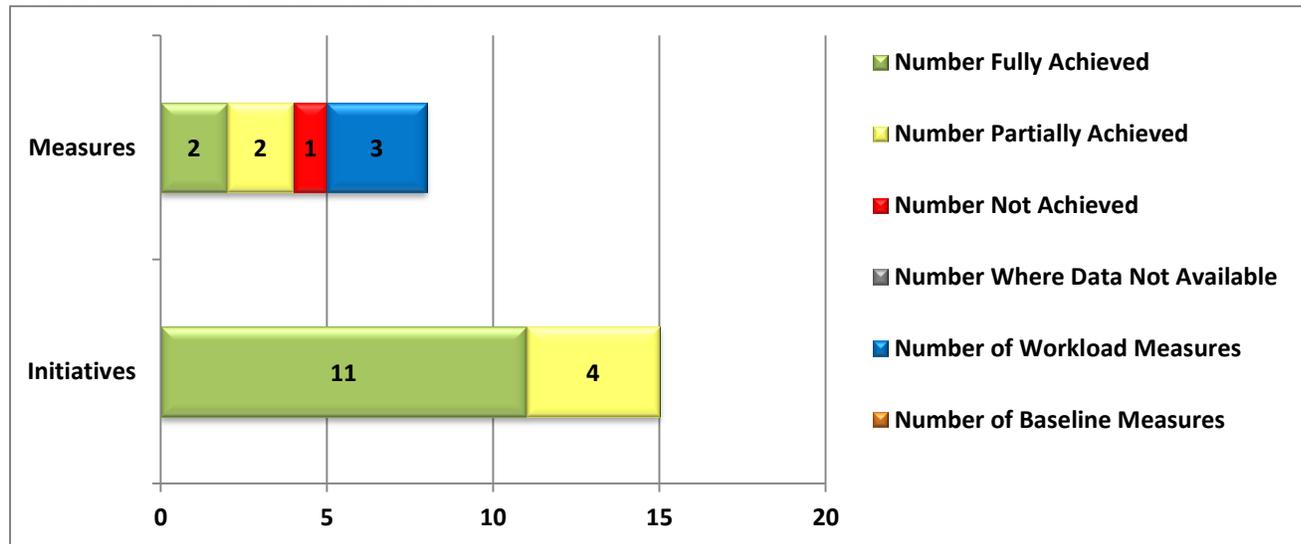
ACCOMPLISHMENTS:

- ✓ **Exit from one of six consent decrees in 2012.**
The Department of Mental Health successfully exited from the Dixon consent decree.
- ✓ **Serve at least 800 youth who did not participate in SYEP through additional summer programming dollars in 2012.**
The administration provided \$1,175,000 to the Children and Youth Investment Trust Corporation to offer summer programming to youth not served through SYEP. These funds allowed the Trust to fund 38 organizations and 1,475 youth in addition to those already served throughout the year.
- ✓ **Serve at least 50 chronically truant youth through the truancy pilot initiative in the 2011-2012 school year.**
The pilot served 43 students in the 2011-2012 school year.

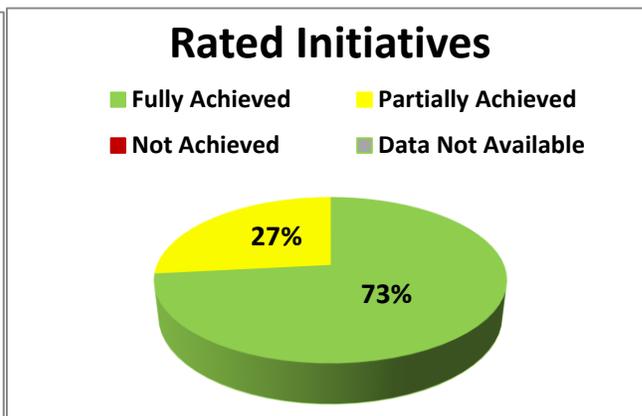
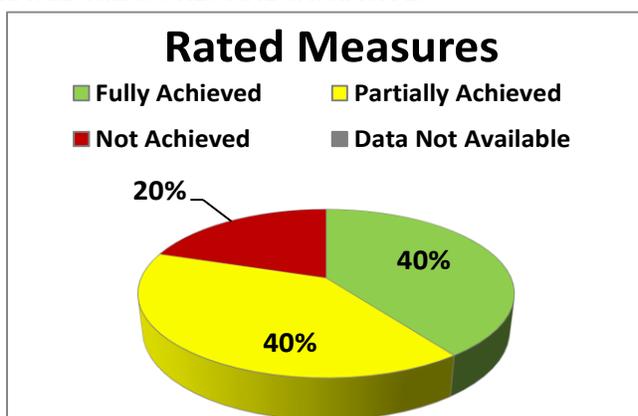


OVERALL OF AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved



Agency Management

OBJECTIVE 1: OBJECTIVE 1: Oversee and facilitate the coordination of interagency activities and initiatives among District agencies

INITIATIVE 1.1: Establish and/or support interagency working groups, commissions and panels when necessary and desirable to efficiently meet District goals.

- **Fully achieved:** The initiative is ongoing and evolves as agencies establish working groups throughout the year. In FY12 DMHHS convened and/or supported seven inter-agency groups: the Homeless Encampment Work Group, Hoarding Work Group, System of Care Executive Committee, One City Summer Initiative, Nursing Home Work Group, Service Members Veterans and Family Work Group, and Alzheimer's Work Group. The work of these groups is continuing.

INITIATIVE 1.2: Oversee and facilitate, with the Deputy Mayor for Education, the interagency collaboration necessary to address the issue of truancy in the District's public schools.

- **Fully achieved:** The Truancy Taskforce has been convened, is active, and ongoing. The Truancy Taskforce meets monthly and has expanded strategies to reduce truancy in the District.

INITIATIVE 1.3: Oversee and facilitate, with the Deputy Mayor for Public Safety and Justice, the interagency collaboration necessary to reduce youth violence during the summer and throughout the year.

- **Fully achieved:** DMHHS convened multiple agencies to meet monthly to develop the One City Summer Initiative Plan. The administration provided \$1,175,000 to the Children and Youth Investment Trust Corporation to offer summer programming to youth not served through SYEP. These funds allowed the Trust to fund 38 organizations and 1,475 youth above and beyond the exiting program services.

INITIATIVE 1.4: Oversee and facilitate, with the Deputy Mayor for Education, the interagency collaboration necessary to implement the Mayor's Early Success initiative.

- **Fully achieved:** The DC Early Childhood Development Coordinating Council has been co-convened, is active, and ongoing. DMHHS worked with the DME to plan and began implementation of new and expanded strategies to improve early childhood success.

INITIATIVE 1.5: Oversee and facilitate the interagency collaboration necessary to address the issue of hoarding in the District.

- **Partially achieved:** The Hoarding Work Group has been convened, is active, and ongoing. Several cases were tracked and strategies piloted to help inform the Protocol to be completed in FY 13.

OBJECTIVE 2: Oversee the development of policies and programs to improve the delivery and coordination of services by public agencies and contracted providers.

INITIATIVE 2.1: DMHHS ensures that cluster agencies comply with local and federal mandates through secondary review and approval of all promulgated rules and regulations.

- **Fully achieved:** DMHHS reviewed and approved 86 rule and legislative requests in FY 12. The initiative is an ongoing function.

OBJECTIVE 3: Monitor the Performance Plans for Cluster Agencies

INITIATIVE 3.1: Support Cluster Agencies in meeting Performance Plan goals.

- **Partially achieved:** DMHHS reviewed cluster agencies performance plans. Final editing of the plans continued after the target date of January 2012.



OBJECTIVE 4: Coordinate inter-agency work to responsibly exit five consent decrees and one settlement agreement.

INITIATIVE 4.1: Support the Department of Mental Health (DMH) in completion of strategies to exit the Dixon consent decree.

- **Fully achieved:** The Department of Mental Health successfully exited the Dixon consent decree in 2012.

INITIATIVE 4.2: Assist 4 cluster agencies in completion of strategies related to each agency's respective consent decree/settlement agreement

- **Partially achieved:** Three of the four agencies made progress toward exiting on their consent decrees in 2012.

OBJECTIVE 5: Assist residents in navigating the many services offered by District agencies and service providers

INITIATIVE 5.1: Ensure timely responses to constituent inquiries from DMHHS office and Cluster Agencies.

- **Fully achieved:** This initiative is an ongoing function. Constituent and cluster agency inquiries are responded to in a timely fashion. However, in some cases, constituent requests are not possible because of eligibility requirements, legal constraints, or they are beyond the resources or services that District agencies provide.

OBJECTIVE 6: Increase public access and exposure to health and human services information.

INITIATIVE 6.1: Enhance the scope of the DMHHS website to provide accessible information to constituents regarding services available through our cluster agencies.

- **Fully achieved:** DMHHS created and has a fully functional website that provides useful and relevant information.

INITIATIVE 6.2: Participate in community engagement opportunities in coordination with cluster agencies to disseminate information about available government services and programs.

- **Fully achieved:** DMHHS staff attended community meetings, events sponsored by other agencies, and convened briefing sessions for the public to share information related to its cluster agencies, services, and budgets.

OBJECTIVE 7: Increase Medicaid revenue.

INITIATIVE 7.1: Work with DHCF and DME to provide guidance and facilitation to DCPS to identify and resolve barriers to successful Medicaid claiming.

- **Fully achieved.** The new vendor began claiming in March 2012 and the vendor's billing system is linked to the ASO system. Claiming is on-going.

INITIATIVE 7.2: Work with DHCF and DME to provide guidance and facilitation to OSSE for specialized transportation services, as allowed under the school based health services SPA.

- **Fully achieved.** OSSE began claiming for specialized transportation in June of 2012.

INITIATIVE 7.3: Work with DHCF and CFSA on the implementation of the Administrative Services Organization (ASO) to improve the quality of documentation and billing.

- **Partially achieved.** Work was done to prepare and submit a State Plan Amendment (SPA) to the Center for Medicaid and Medicare Services (CMS). DHCF is currently waiting for approval of the SPA by CMS. Once approved, DHCF will draft corresponding rules, ensure documentation meets Medicaid billing requirements, and enroll billing through the ASO.



Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported
 ● Workload measure

	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
●	1.1	Number of Interagency Initiatives Implemented	NA	5		7	140%	AGENCY MANAGEMENT PROGRAM
●	3.1	Number of Cluster Agencies that Meet Performance Measures	NA	10		9	90%	AGENCY MANAGEMENT PROGRAM
●	3.2	Number of Cluster Agencies that Stay Within Budget	NA	7		7	100%	AGENCY MANAGEMENT PROGRAM
●	4.1	Number of Consent Decrees/Settlement Agreements Where Progress Has Been Made	NA	5		4	80%	AGENCY MANAGEMENT PROGRAM
●	7.1	Number of Cluster Agencies that Meet or Exceed Projected Medicaid Revenue	NA	3		2	66.67%	AGENCY MANAGEMENT PROGRAM
●	N/A	Number of meeting requests	NA	NA		926	Workload Measure (Not rated)	AGENCY MANAGEMENT PROGRAM
●	N/A	Number of complaints/intakes	NA	NA		215	Workload Measure (Not rated)	AGENCY MANAGEMENT PROGRAM
●	N/A	Number of legislative review requests	NA	NA		86	Workload Measure (Not rated)	AGENCY MANAGEMENT PROGRAM